# **REPORT ON CUSTOMER SERVICE Texas Funeral Service Commission**



Fiscal Year 2016

#### AGENCY OVERVIEW

The mission of the Texas Funeral Service Commission (TFSC) is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee that every citizen's final disposition is conducted professionally and ethically. The TFSC has two major functions - ensuring competent, well-qualified professionals are licensed to serve the public and ensuring compliance with statutory requirements through inspections and the investigation of violations.

#### **CUSTOMER INVENTORY**

The agency identified 10 customer groups served by the strategies in both of the TFSC goals (licensing and compliance). Licensees are represented in all strategies.

#### **Inventory of External Customers**

#### A. Goal: Competent Licensees

- Applicants Persons and establishments who make application for licensure to the Commission. Services include: distribution of application packets, application processing, processing of fees, issuance of licenses, website information, review of criminal history and arrangement for the administration of mortuary law exam.
- Individual Licensees Persons who make application for renewal of individual licenses (funeral director and/or embalmer). Services include: processing of fees, review and issuance of renewal licenses, continuing education audits, quarterly newsletter, continuing education symposiums, website information, and individual correspondence.
- Provisional Licensees Persons who currently hold a provisional license (funeral director and/or embalmer). Services include: processing of fees, review and issuance of renewal provisional licenses, review of case reports, quarterly newsletter, website information and individual correspondence.
- Licensed Establishments Funeral homes and commercial embalming facilities currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, quarterly newsletter, processing of publication orders, website information, individual correspondence, preparation room exemptions and processing of FDIC/EIC appointment or removal forms.
- Cemeteries Cemeteries currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, quarterly newsletter, processing of publication orders, website information, and individual correspondence.
- Crematories Crematories currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, process annual report, website information, and individual correspondence.
- Continuing Education Providers Providers registered with the Commission. Services include: processing of fees, evaluation of course work, and the issuance of provider and course approval.
- Public/Associations Elected officials, individuals or groups that interact with the Commission. Services include: presentations, correspondence, information on licensees and agency programs.
- Mortuary Schools Accredited schools who provide mortuary law education/degree. Services include: presentations, correspondence, information on licensees and agency programs.

#### **B.** Goal: Enforce Standards (Strategies of Inspections & Investigations)

- Licensees Persons and establishments who are licensed by the Commission. Services include: inspection of establishments, processing of complaints, written notifications, correspondence, settlement negotiations and hearings at SOAH.
- Consumers Persons who have received services from licensees. Services include: processing of complaints, written notifications, correspondence and website information.
- Public/Associations Elected officials, individuals or groups that interact with the Commission. Services include: correspondence and information on complaint status.

#### **SURVEY CONTENTS**

The survey consists of six broad categories including Staff, Timeliness of Service/Communications, Facilities, Complaint Handling Process, Internet Site, and Publications. In each of the broad categories the customer was asked to mark specific actions on a scale of 1 to 6 (strongly agree, agree, neutral, disagree, strongly disagree, and N/A). Each survey allowed for the respondent to make suggestions for process improvements.

For each broad category the specific actions include:

- 1. Staff Courtesy, Knowledge, Accountability
- 2. Timeliness of Service/Communication Wait time, Timeliness of returned call, Access, Correspondence
- 3. Facilities Access, Location, Cleanliness
- 4. Complaint Handling East of use, Responsiveness, Timeliness, Access
- 5. Internet Site Ease of use, Content
- 6. Publications Accuracy, Helpfulness, Presentation

#### **SURVEY PROCESS**

The survey was available beginning in November 2015 through March 1, 2016.

The Commission made the survey available by placing a survey in all outgoing mail to external customers, leaving a survey with establishments during inspections and posting the survey on its website. Additionally, the Texas Association of Funeral Directors distributed the survey via an email blast in December 2015.

Customer groups who received surveys include current licensees (individuals and respondents), complainants, continuing education providers, public information requestors, and consumer groups. These groups cover the agency's two goals of licensure and enforcement.

#### **CUSTOMER SERVICE RESULTS & ANALYSIS**

The overall results of the survey were extremely favorable to the Commission and its operations. There were approximately 1500 surveys distributed and 95 responses were received. Overall, 85% of the respondents said they were satisfied with the service received from the agency. Each survey category received more favorable responses than negative. The specific category with the highest satisfaction was staff with 90% of respondents strongly agreeing or agreeing staff is courtesy, knowledgeable and accountable. In contrast, 22% of respondents disagreed or strongly disagreed with the category related to timeliness of service/communications. With most of the concerns/recommendations related to telephone communication with staff.

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		STAFF		TIMELINESS OF SERVICE		F ACILITIE S		COMPLAINTS		INTERNET		PUBLICATIONS		OVER AL
STRONGLY AGREE	75	79%	36	38%	40	42%	27	28%	51	54%	60	63%	85	89%
AGREE	10	11%	21	22%	8	8%	12	13%	21	22%	20	21%	0	0%
NEUTRAL	3	3%	10	11%	11	12%	14	15%	13	14%	6	6%	0	0%
DISAGREE	2	2%	12	13%	4	4%	3	3%	2	2%	1	1%	7	7%
STRONGLY DI SAGREE	3	3%	9	9%	4	4%	4	4%	3	3%	0	0%	0	0%
N/A	2	2%	7	7%	28	29%	35	37%	5	5%	8	8%	0	0%
NO MARK		0%		0%		0%		0%		0%		0%	3	3%
Totals	95	100%	95	100%	95	100%	95	100%	95	100%	95	100%	95	100%
Cards Sent		1500												
Cards Returned		95												

#### PERFORMANCE MEASURES FY 16

#### Outcome Measures

85% Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

17% Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

#### Output Measures

1500 Total Customers Surveyed7500 Total Customers Served

Efficiency Measures \$0.00 Cost per Customer Surveyed

### Explanatory Measures

185,500 Total Customers Identified (estimated)

10 Total Customer Groups Identified

## FY 2016 CUSTOMER SERVICE SURVEY TEXAS FUNERAL SERVICE COMMISSION

The Texas Funeral Service Commission (TFSC) is always trying to improve its customer service. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for taking the time to help us serve you better.

**Please circle one:** Responding as (a) establishment or individual, (b) CE provider, (c) consumer, (d) stake holder, (e) complainant, (f) respondent, (g) applicant

#### Please rate the TFSC by circling one of the following numbers: 1=Strongly Agree 2=Agree 3=Neutral 4=Disagree 5=Strongly Disagree 6=N/A Staff: Employee courtesy, friendliness 6 1 2 3 4 5 Knowledge 2 3 4 5 Did staff indentify themselves to customers by name for accountability 1 2 3 4 5 **Timeliness of Service/Communications:** Average amount of time a customer spends on hold 6 2 3 5 Timeliness of returned calls 2 3 4 6 5 Access to a live person 1 2 3 4 6 Letters/electronic mail 2 3 4 **Facilities:** Ability to access the agency Office location 3 4 5 Cleanliness 2 **Complaint Handling Process:** Easy to file a complaint 3 5 6 Responsiveness 2 5 6 **Timeliness** 3 4 5 6 Access to a live person **Internet Site:** Ease of Use 1 2 3 4 5 Information found on the site **Publications:** Accuracy 6 2 3 5 Helpfulness 2 6 1 3 4 5 Presentation 2 3 4 Overall were you satisfied with the service you received from the TFSC? \_\_\_\_yes Additional comments: